

Critical Business Technology Assessment

Agency Y

Agency Mission:	To honor the public trust, ensure the public's safety and foster a fair and efficient regulatory environment.
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Critical Business Technology Assessment

Agency Y
Division of Licensing

Agency Mission:	To honor the public trust, ensure the public's safety and foster a fair and efficient regulatory environment.
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Agency Notes:	Agency Y is the state's umbrella occupational regulatory agency, responsible for the regulation of 15 occupations and industries.
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Licensing Unit

Business Unit Notes:	The Licensing Unit consists of 60 staff in three office locations. This staff handles the licensing of 5 different industries.
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Agency Y
Division of Licensing

Licensing Unit

**Business
Function:** Industrial Kitchen Licensing

Business Function Description

Responsible for licensing and compliance of industrial kitchens. This includes both public and private institutions. Compliance in meeting all state codes and regulations is checked quarterly. The licensing is an annual process.

Business Function Criticality

Maximum Acceptable Outage:	49-72 hours (essential)
Critical Peak Periods:	Quarterly, Annually
Critical Peak Days:	None
Critical Peak Months:	January, February, May, August, November

Direct Impacts

Daily Financial Impact:	\$100,000 - \$499,999
Affected Employees:	60
Affected Constituents:	1,500
Affected Organizations:	23

Affected Groups

Groups affected include; employees of Agency Y, constituents including all organizations (public and private) running industrial kitchens in the State of Nevada and third party vendors that are used by Agency Y to help license constituent groups. It is important to note that the constituent groups include public and private schools, and organizations that provide meals for the elderly and disabled.

Service Impact

If an organization becomes non-compliant, their kitchen will be closed and services will be discontinued. In the case of public organizations, this will mean lack of essential food for those who need it the most (young children, elderly and disabled). For private organizations, this will mean loss of revenue.

Business Continuity Plan

Documented manual process for this function?	Yes	Date last tested:	06/04/2004
Business Continuity Plan for this function?	No	Date last tested:	

Business Function Notes

The manual process consists of working with paper copies of licenses and compliance violations. This does work but is quite labor intensive and slows the process down by 50%. The agency would have to double the staff to take on the current load using the manual process.

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Licensing Unit

Business Function: Industrial Kitchen Licensing (continued)

Business Application: A1 Financial System (A1FS)

Business Application Maximum Acceptable Outage: 49-72 hours (essential)

Business Application Platform		Application Support Providers						Required Connectivity				
		DoIT	Agency IT	Agency Non-IT	Vendor / Contractor	Application Services Provider	Other	None	LAN	WAN / Intranet	Internet	DSL/Dialup
Computing Platform												
Y	Mainframe Server						Y		Y	Y		
Y	Desktop Laptop PDA Smart Phone Other:		Y						Y	Y		
	Who backs up this application data?						Y					

Information Recovery Plan

If agency-supported, date backup/restore procedures last tested:

Is this application dependent on other systems?

Unknown

Business Application Life Cycle

Are there any plans to upgrade or replace this application?

Unknown

Business Application Notes

The A1 Financial Application is owned and maintained by Agency Z. Agency Z performs all data backups for this application.

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Licensing Unit

Business Function: Industrial Kitchen Licensing (continued)

Business Application: KLM Licensing and Compliance

Business Application Maximum Acceptable Outage: 49-72 hours (essential)

Business Application Platform		Application Support Providers						Required Connectivity				
		Do/IT	Agency IT	Agency Non-IT	Vendor / Contractor	Application Services Provider	Other	None	LAN	WAN / Intranet	Internet	DSL/Dialup
<i>Computing Platform</i>												
Y	Mainframe											
Y	Server			Y	Y				Y	Y		
Y	Desktop			Y					Y	Y		
	Laptop											
	PDA											
	Smart Phone											
	Other:											
	Who backs up this application data?			Y								

Information Recovery Plan

If agency-supported, date backup/restore procedures last tested: 03/04/2005
Is this application dependent on other systems? Yes

Business Application Life Cycle

Are there any plans to upgrade or replace this application? Yes

Business Application Notes

The KLM Licensing and Compliance System will be migrated from a MS Access Database to a MS SQL Server Database.

External Dependencies

Dependency: Agency Y Employee Database

Dep. Type: Database - Agency
Owner Name: Agency Y
Owner Type: Agency
Dep. Notes: The Agency Y Employee Database is essential to the KLM System. The KLM System matches employees against this database when tying a licensing compliance investigation assignment to a particular employee.

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Division of Licensing

Licensing Unit

Business
Function: Industrial Kitchen Licensing (continued)

Business
Application: KLM Licensing and Compliance (continued)

External Dependencies (continued)

Dependency: Licensing and Certification Database

Dep. Type: Web GUI Interface

Owner Name: Agency Z

Owner Type: InterAgency

Dep. Notes: This is a statewide database that contains all licensing and compliance information for the state of Nevada. In order to meet state regulations, all industrial kitchens that are licensed by Agency Y must be entered in this Statewide Licensing and Certification Database. This is the final step in the certification process.

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Division of Licensing

Licensing Unit

Business Function: Industrial Kitchen Licensing (continued)

Business Application: National Association of Certified Industrial Health Inspectors (NACIHI) Online

Business Application Maximum Acceptable Outage: 49-72 hours (essential)

Business Application Platform		Application Support Providers						Required Connectivity				
		Do/IT	Agency IT	Agency Non-IT	Vendor / Contractor	Application Services Provider	Other	None	LAN	WAN / Intranet	Internet	DSL/Dialup
Computing Platform	Mainframe											
	Server											
	Y Desktop			Y							Y	
	Laptop											
	PDA											
	Smart Phone											
	Other:											
	Who backs up this application data?						Y					

Information Recovery Plan

If agency-supported, date backup/restore procedures last tested:

Is this application dependent on other systems? Unknown

Business Application Life Cycle

Are there any plans to upgrade or replace this application? Unknown

Business Application Notes

The NACIHI Online Application is owned and maintained by the National Association of Certified Industrial Health Inspectors (NACIHI).

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Division of Licensing

Licensing Unit

Business Function:	Violations Reporting
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Business Function Description

Responsible for gathering and researching reports of licensing and compliance violations.
Responsible for following-up on violation reports with inspections.

Business Function Criticality

Maximum Acceptable Outage:	97 hours or more (necessary)
Critical Peak Periods:	None
Critical Peak Days:	Daily
Critical Peak Months:	None

Direct Impacts

Daily Financial Impact:	Less than \$100,000
Affected Employees:	4
Affected Constituents:	1,500
Affected Organizations:	23

Affected Groups

Four of the 60 staff in the Licensing Unit handles the reports of licensing and compliance violations. The 1500 constituents and 23 organizations that are operating Industrial Kitchens.

Service Impact

There would be no mechanism for insuring continued compliance with the rules and regulations for industrial kitchens. The quality of the food prepared could be affected. This could affect the health of the constituents.

Business Continuity Plan

Documented manual process for this function?	No	Date last tested:
Business Continuity Plan for this function?	No	Date last tested:

Business Function Notes

We used to have a manual process for gathering violations but this is all now handled through our online system. We no longer have the old paper forms. The online system has been in place since 1999.

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Division of Licensing

Licensing Unit

Business Function: Violations Reporting (continued)

Business Application: Online Violations Reporting System

Business Application Maximum Acceptable Outage: 97 hours or more (necessary)

Business Application Platform		Application Support Providers						Required Connectivity				
		Do/IT	Agency IT	Agency Non-IT	Vendor / Contractor	Application Services Provider	Other	None	LAN	WAN / Intranet	Internet	DSL/Dialup
<i>Computing Platform</i>												
Y	Mainframe											
Y	Server		Y						Y	Y		
	Desktop		Y									
	Laptop											
	PDA											
	Smart Phone											
	Other:											
	Who backs up this application data?		Y									

Information Recovery Plan

If agency-supported, date backup/restore procedures last tested: 05/30/2005
Is this application dependent on other systems? Yes

Business Application Life Cycle

Are there any plans to upgrade or replace this application? No

Business Application Notes

This is an online application that keeps track of violations of licensing and compliance regulations. The system also gets information from the KLM Licensing and Compliance System.

External Dependencies

Dependency: KLM Licensing and Compliance DB

Dep. Type: Database - Agency
Owner Name: Agency Y
Owner Type: Agency
Dep. Notes: When the user enters a violation in the Online Violations Reporting System, they can search for licensed kitchens in the KLM Licensing and Compliance DB.